

**JOINT SUPPLEMENTAL REPLY
DECLARATION OF
TERRI MCMILLON, JOHN SIVORI,
AND SHERRY LICHTENBERG**

EXHIBIT 12

**“Final Minutes for March 14, 2000 Change Management Process Meeting –
Arkansas, Kansas, Missouri, Oklahoma, Texas”**

Date: March 28, 2000

Number: **CLEC00-077**

Contact: Southwestern Bell Account Manager

This Accessible Letter serves to distribute the Final Minutes from the March 14, 2000 Change Management Process meeting. In the attachments you will find the following:

- ◆ Final Minutes
- ◆ Attendees List for those in attendance either in person or via conference bridge
- ◆ Agenda
- ◆ Action Item Log

Draft minutes were distributed to participants for comment. Comments received were incorporated into the Final Minutes.

Please direct any questions to your Account Manager.

Attachments

SWBT Change Management Process Meeting
Three Bell Plaza, 12th Floor, Room 12C, Dallas, TX
Tuesday, March 14, 2000 ~ 10:00 AM – 12:00 PM
Final Minutes

WELCOME AND INTRODUCTIONS

SBC opened the meeting by welcoming all participants to the Change Management Process (CMP) meeting. A list of attendees is included as Attachment 1 and the agenda is included as Attachment 2 to these minutes.

UPDATE ON 4/29 RELEASE/WALK-THROUGH

CLECs asked about xDSL POR scheduled for one or two days before comments are due. SBC stated that it would provide an extension to CLECs if necessary. SBC stated that the release had been moved to 5/27 and that there would be a walk-through of the requirements on 3/22.

CONFIRMATION OF EDI TESTING MEETING

The EDI testing meeting was held in St. Louis on 3/9 and SBC is in receipt of CLEC feedback and input on the current testing process.

PHASE II LIDB

• ***PROCESS FLOW:***

SBC stated that the LIDB Phase II process flow chart will go out at the end of this week or early next week. There was discussion regarding holding a walk through on LIDB flow-through with the Initial Requirements. Initial Requirements are targeted for distribution the first week of April, so the walk-through could be held in mid-April

• ***TESTING:***

SWBT will look at including testing through the billing cycle during the testing on LIDB Phase II. Prior suggestions made by the CLECs for the LIDB Phase II requirements will be addressed during the Initial Requirements walk-through. Suggestions that were made by the CLECs but were not included in the release will be identified and noted. Clarification was made that the CLECs requested that LIDB be based off of the "C" record and not on any other record. SWBT advised that this request and the outcome would be relayed with the initial requirements.

UPDATE ON 13-STATE CHANGE MANAGEMENT PROCESS

SBC reported that the Drafting Team has continued to meet to address issues. It is not likely that the 13-State CMP will be implemented effective April 1st as was originally targeted.

EXPECTED TARGET DATE TO PROVIDE INFORMATION ON PROCESSING LSRs ON ONE ORDER

SBC stated that it is looking at no longer requiring address information on straight migration activity for UNE products and asked for CLEC feedback. SBC stated it

thought the proposed change under consideration would: a) resolve the address validation related problems; and b) provide a solution to CLEC's concerns regarding SBC's multi-order process.

CLECs felt that although this is a reasonable suggestion to resolve the address validation ordering and provisioning "glitches", it would not address the problems caused by multiple orders. MCIW stated that it did not intend for the CCR it submitted to be all encompassing, and eliminate all the multiple order problems. It was designed to resolve address problems primarily. Birch stated that there is little if any relationship in terms of root-cause between the multi-order process related problems and the address validation problems.

CLECs provided a few examples of how removal of address information on migrations would not have any impact on multi-order related problems. MCIW pointed out that this solution would not address new orders. SBC stated that on new orders, there are only two orders, not three. Also, there were discussions regarding examples of same day SUPPs, if the "D" order is processed, but the "C" order is hung up. The "D" order is processed because it does not use AIN. SBC stated that it is looking at making changes in AIN also. CLECs stated that they need to be made aware of these types of changes related to UNE processing. Birch stated for the record that CLECs need to know when legacy system changes are made. Language needs to be included in the 13-State CMP document to address the need for CLEC notification on all legacy system changes.

CLECs asked what SBC has determined so far in its evaluation of the one order process and how feasible is the CLEC request. CLEC's noted that a single order process would reduce a significant number of errors, as proven by Bell Atlantic. SBC stated that it is continuing to evaluate the feasibility of this request. Birch stated for the record that it is very disappointed that nothing concrete is forthcoming to discuss. This issue has been on the table for months and SBC continues to state that it is looking into it. SBC has not provided any concrete information on the multiple order process.

SBC commented that it has been working on this issue and one of the recommendations is the proposal to remove the address validation. SBC stated that it has looked into the issue in great depth and worked with multiple internal departments to come up with what was felt to be the most efficient way to resolve the issue. CLECs stated that the multiple order issue is a priority, and feel that since SBC's merger with Ameritech, that things are not getting done. Birch stated that it is not parity, because the retail side does not encounter these problems when they sell to a customer. Birch has been waiting five months, and customers are being affected daily by the associated problems

ACTION ITEM: SBC will take CLECs feedback and concerns to its management team.

MCIW stated that it would like the address enhancement as soon as possible. SBC stated that it is very likely that the address validation edits will be removed, but cannot commit to when it will be done at this time.

JULY RELEASE

GTECC asked if there was any documentation available on versioning. SBC responded that there is no documentation available, and that the initial requirements for the July

release are overdue. SBC stated that this release will now be an exception release, based on the fact that the Initial Requirements are overdue. GTECC also asked about testing and whether there would be two testing environments. SBC stated that there would be one environment with two versions available for CLEC testing. GTECC asked to receive the testing information as soon as possible.

STATUS OF AVAILABILITY OF ORDERING DUPLICATE (DUAL / CONCURRENT) SERVICE

Birch stated that Dual Service was implemented without notification to the CLECs. This process is causing problems for them. Birch said it was disappointed in the way this was handled. And this is another example of CLECs not being advised of changes.

SBC stated that Product Management intentionally decided to not release an Accessible Letter announcing this availability because the process to handle the provisioning of Dual Service is not functioning well. It is a manual process and is quite cumbersome. SBC put an interim ordering process in place to handle a limited volume of requests.

Birch stated that it had completed an analysis of a sample of move orders, many with Dual Service and a majority of these orders failed at conversion or were problematic in some respect. Now Birch is wondering if Dual Service was the cause of the problems. Birch is receiving conflicting information from the LSC; i.e. they are saying they found no provisioning problems due to Dual Service. Birch needs to know if it can use Dual Service or not. Birch needs to get an answer on this immediately.

ACTION ITEM: SBC will research further and get answers back to Birch.

Birch stated that the Charter Number Service (CNS) is a similar situation. Birch thought CNS related provisioning problems were going to be fixed with the up-coming release. However, during a recent weekly conference call with SBC, Birch was told that changes had been made to OSS, unannounced to the CLEC community, due to the large volume of orders falling out for handling by the LSC. During the call, Birch was given instructions on CNS, which it followed, but the orders were rejected. Since most of Birch's orders involving CNS failed at conversion, it has discontinued service to customers with Charter Number. SBC asked if the problem is on conversion of existing Charter Numbers, and agreed to follow-up with Birch. SBC is working to get additional information for CNS. For the record, Birch again reinforced the importance and necessity of being notified of OSS changes, in accordance with the Change Management Process.

MCIW stated that it has asked its Account Manager to quantify the CNS problem. Birch suggested that close to 100% fail. MCIW is now concerned as to the magnitude of the problem. SBC responded that the retail offering was rolled out last October and there were quite a number of customers who took the offer. This service is for business only, not residential.

ACTION ITEM: SBC will get more information on CNS and provide it to the CLECs.

RPON DELAY AND STATUS

SBC reported that the RPON enhancement is divided into two phases. The first phase, targeted for the July 2000 release, is to put an informational message to the LSC that RPON is populated so LSC can put the RO FID on the service order. Birch noted that this was already being done in the remarks field in accordance with the process outlined in an Accessible Letter released last year. This was supposed to be a short-term solution as negotiated at the TPUC last fall. The second phase is to develop a mechanized process to populate the appropriate FIDs on the service order when RPON is populated. SBC is still developing the Phase 2 requirements and do not have a target date for implementation.

MCIW commented that the problem would be when there are related orders and the clean order goes through and the other order is rejected. The LSC needs to pull both orders and hold them until the order is fixed. CoreComm stated that Ameritech's process is that both orders are held for 24 hours and waits for the corrected order to arrive. Then, they have to resubmit both orders if one rejects.

MCIW stated that this issue has been before the TPUC for almost a year and the enhancement has still not been implemented. Birch referred to the prioritization meeting in which the CLECs were asked to prioritize the enhancements. RPON was rated a "high" priority. RPON, Phase 1 was committed to be implemented in January, but now it will not be implemented until July, which is six months later. AT&T had wanted to see the requirements for Phase 2 and have discussions on what the impacts would be at this CMP meeting.

MCIW expressed its desire that when SBC goes to a common platform, that RPON be included. CoreComm stated that it has a process that is working for RPON and suggested that the merger teams get information on its mechanized process to implement it on the common platform.

MCIW asked since SBC is already behind schedule with the requirements, if the July release will be an exceptions request. SBC responded yes, it would be an exceptions release from a notification timeline perspective. MCIW expressed concerns about the size of the release and that it will be an exception.

Birch stated for the record that, based on its experience, it sees that the July release could be pushed out. Birch said that SBC committed to these enhancements, but is not following through. There is not sufficient time to review the requirements and to respond. Birch commented why go to a 13-State CMP if the 8-State CMP is not working.

CLEC INTERFACE PROPOSAL/RECOMMENDATIONS

- ***JEOPARDY CODES (Agenda Item from AT&T):***

AT&T stated that in working with the LSC, it found out that the LSC has an internal lower level jeopardy code list. CLECs would find it beneficial to have the lower level code so they can determine more quickly the reason for the jeopardy code. This would allow the CLECs to work on the higher priority ones first; thus helping them manage their work better. AT&T is not asking for additional new codes, but to modify the current jeopardy codes to be more specific. SBC asked if AT&T plans to address this at OBF. AT&T responded that it would just like to receive the lower level jeopardy code

list used by the LSC. AT&T stated that it would submit a CCR for this request. SBC stated that it would check into what the LSC is currently using and see if lower level jeopardy codes can be provided to the CLECs.

ACTION ITEM: SBC will check into what the LSC is using and see if lower level jeopardy codes can be provided to the CLECs.

• ***FORECASTING ISSUES (Agenda Item from AT&T):***

AT&T said that it had requested this item to be added to the agenda based on a recent experience in which it increased the pace with which it sent in orders within an hour. AT&T did not send in the orders real-time/batch, but held the orders and sent them in all at one time. This issue is a joint AT&T and SBC topic. The proposal is that each CLEC that submits orders electronically (via OSS) provides a forecast of order volumes by quarter. The forecast data could be aggregated for all CLECs, so SBC can better identify its "busy hour". The TPUC could receive the data and keep the information confidential so other CLECs would not get each other's data. SBC could then use this information for capacity planning and share more information on batching, processes, capacity, etc.

AT&T suggested that this topic be discussed at a later date with the appropriate SMEs. Decisions regarding the forecasting methodology, how to submit the data, what type of data should be submitted, expectation of the forecasts, etc. would need to be made. The forecast would include EDI and LEX. CoreComm stated that Ameritech CLECs provide forecasting currently and suggested that SBC look at its model. SBC asked how the CLECs wanted to proceed with this. An Accessible Letter with logistics for a sidebar meeting could be sent out. CLECs agreed that the meeting will need to be worked around the POR dates, so the topic will be addressed at the April CMP meeting to set a date for the forecasting sidebar meeting at that time.

ACTION ITEM: SBC will add an agenda item to the April CMP meeting agenda to discuss the date for the forecasting sidebar meeting.

PRIOR ACTION ITEMS/STATUS/UPDATES

SBC distributed the Action Item Log, which was updated and is included as Attachment 3 to these minutes.

STATUS OF CLEC CHANGE REQUESTS

SBC distributed and reviewed the updated Change Request Summary, a copy of which is posted on SBC's CLEC web site.

CLECs insisted that SBC go to a 13-State LSR. SBC responded that it would take the feedback to the POR teams and advise that there is a need to look at a common platform 13-State LSR. CLECs said that the FCC stated what needs to be in the POR, details on the business process, including the LSR. SBC commented that perhaps it would be helpful at the next CMP meeting to have someone from the POR team talk to this issue and get feedback from the CLECs.

ACTION ITEM: SBC will see if someone from the POR team can call in to the next CMP meeting to discuss the plans and provide details, and to get feedback from the CLECs.

In regard to CCR 99-011A, Birch requested that SBC look into the same capabilities for SWBT region.

MCIW asked that SBC keep track of things to be concerned about between now and August for CCR 00-005.

MCIW stated that CCR 00-007 is a big priority. SBC should “always” return parsed, even if it is not parsed in the back-end systems, because CLECs are required to send it parsed back to SBC on an LSR.

OTHER ITEMS

SBC stated that it needs to make a clarification of the last CMP meeting minutes on production testing. On the day of the release, SBC does test the code after it is updated on the production system. SBC said that it does not test through the posting to the billing cycle. Birch asked how SBC tests through the provisioning systems. Birch was told that it was tested, but things still have not worked in production. Birch asked on the Call Notes enhancements, how CLECs will know if the change works end-to-end. Birch wants reassurances that changes are thoroughly tested. SBC stated that it would take this back to product development to ensure that the back-end systems are accounted for on the testing side.

ACTION ITEM: SBC will ensure that the back-end systems are accounted for on the testing side.

COMMENTS ON SIDEBAR MEETING MINUTES

There were no comments on sidebar meeting minutes.

EVALUATION OF CHANGE MANAGEMENT PROCESS

Birch asked how many CLECs felt that there is a breakdown of the CMP. Birch stated that priorities are being pushed back and there is no adherence to the CMP timelines. MCIW stated that SBC is operating on an expedite process for every release.

Birch stated that to reprioritize CLEC requests based on the Ameritech merger is not acceptable. Unless Birch sees answers quickly, it will have to take regulatory actions. Birch stated that it was told that there should not be a resource issue. SBC stated that it would take the concerns expressed to its management team.

MCIW commented that what is important to take away from this meeting is that Birch does not think that CMP is working and that Birch is planning to take legal/regulatory action. MCIW stated that since the CMP is part of the POR, MCIW would have a hard time signing off on the CMP and POR.

CLECs also raised concern that the Account Management team has reorganized and their Account Managers have been reassigned. Birch stated that it has not yet been assigned an Account Manager. Its previous Account Manager is working with Birch until a new Account Manager is assigned. Excel stated that it is on its third Account Manager and Excel has not gone live yet.

CoreComm asked what the timeframe for getting a commitment from other internal groups to get answers/direction back to the CMP. SBC stated that there was no formal timeframe. CoreComm suggested that SBC establish a process by which internal SMEs would be responsible for responding back to CLECs' issues within a stated timeframe based on the category of the issue.

FUTURE MEETING LOGISTICS

The next CMP meeting is scheduled for Wednesday, April 5th.

Meeting Adjourned at 12:40 PM.

SWBT Change Management Process Meeting

Three Bell Plaza, 12th Floor, Room 12C, Dallas, TX

Tuesday, March 14, 2000 ~ 10:00 AM – 12:00 PM

Attendees List

Attachment 1

Attendee	Company Name	Email Address
*Ayala, Joe	Nightfire	
*Bontrager, Daryn	Birch Telecom	dbontrager@birch.com
Cegelski, Mary	CoreComm	mary.cegelski@ocom.com
Chambers, Julie	AT&T	jschambers@att.com
Coughlan, Patti	AT&T	pcoughlan@att.com
Goines-Burns, Theadra	CapRock Communications	tlburns@caprock.com
Gritt, Lisa	Sprint	lisa.l.gritt@mail.sprint.com
Gunnels, Mike	AT&T	mwgunnels@att.com
Hardy, Eva	SBC Communications	exhardy@pacbell.com
Head, Alisa	Great West Services	heada@greatwestmgmt.com
Hines, Chris	SBC Communications	ch1787@txmail.sbc.com
Huser, Rhonda	SBC Communications	
Johnson, Jean	SBC Communications	
Kendall, Roseann	MCI Worldcom	roseann.kendall@wcom.com
Kettler, Patti	Birch Telecom	pkettler@birchtel.com
King, Kathy	SBC Communications	mkking@pacbell.com
*Lasch, Dick	GTECC	richard.lasch@cc.gte.com
McMillon, Terri	MCI WorldCom	terri.mcmillon@wcom.com
*Montgomery, Sarah	Westel, Inc.	sarah.montgomery@westel.net
Ng, Louise	CoreComm	lng@usncomm.com
Orr, Gerrie	SBC Communications	
*Protheroe, Pam	AT&T	protheroe@att.com
*Queenan, Mike	Telcordia	
Roberts, Donna	Sprint	donna.roberts@mail.sprint.com
*Schribner, Dwight	MCI WorldCom	

SWBT Change Management Process Meeting
Three Bell Plaza, 12th Floor, Room 12C, Dallas, TX
Tuesday, March 14, 2000 ~ 10:00 AM – 12:00 PM

Attendees List

Attachment 1

Attendee	Company Name	Email Address
*Schriever, Mark	SBC Communications	
*Shine, Joan	SBC Communications	
*Solis, Cindy	Rhythms Links, Inc.	csolis@rhythms.net
Taff, Steve	Allegiance Telecom	Steve.Taff@allegiancetelecom.com
*Thomas, Betty	Excel Communications, Inc.	bthomas@excel.com
*Thompson, Cash	GTECC	cash.thompson@cc.gte.com
*Timmons, Rue	Rhythms Links	rtimmons@rhythms.net
*Weissgerber, Marilyn	SBC Communications	
Williams, Cornelius	SBC Communications	

Change Management Process Meeting

Date: Tuesday, March 14, 2000 **Time:** 10:00 a.m. – 12:00 p.m. Central Standard Time

Location: 3 Bell Plaza 12th Floor 12C Dallas, Texas

Conference Bridge: 1-800-220-0688, **Passcode:** 925-277-3873#

Final Agenda

TOPIC
<ul style="list-style-type: none"> ♦ Welcome and Introductions ♦ Update on 4/29 Release/Walk-Through ♦ Confirmation of EDI Testing Meeting ♦ Phase II LIDB <ul style="list-style-type: none"> ♦ Process Flow ♦ Testing ♦ Update on 13-State Change Management Process ♦ Expected Target Date to Provide Information on Processing LSRs on One Order ♦ Status of Availability of Ordering Duplicate (Dual/Concurrent) Service ♦ RPON Delay and Status ♦ Jeopardy Codes ♦ Forecasting Issues ♦ Volumes of EDI Orders ♦ CLEC Interface Proposals/Recommendations ♦ Prior Action Items/Status/Updates ♦ Status of CLEC Change Requests ♦ Evaluation of CMP Effectiveness ♦ Comments on Sidebar Meeting Minutes ♦ Future Meeting Logistics ♦ Summary and Wrap-up

SWBT Action Item Log
Change Management Process Meeting
As of 03/15/2000

Current Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
#3 – 8/10/99	AT&T questioned why CLECs need to provide data on supplemental orders. MCIW stated that the Telcordia report on testing had indicated that SBC had a report available that provides data on supplemental orders. SBC agreed to look into a report and respond back at the next meeting. (Combined issue #5 identified on 7/13 – CLECs to provide 6-months of data for SUP type/scenario at the January, 2000 CMP meeting.)	SBC	Open	11/9/99 – SBC stated that it has not been able to track down anyone with information on the Telcordia report or a name of a person to contact at Telcordia. AT&T offered to check to see if they have a name of an individual at Telcordia for SBC to contact. 12/7/99 – SBC will contact Judy Nix from Telcordia. 12/20/99 – Chris contacted Beth Lawson. Telcordia only had test LSRs. 1/11/00 – Placed call to our contact at Telcordia, pending response. 2/8/00 – Call in to Bonnie Tai at Telcordia. 3/14/00 – Continuing to follow up internally to identify volumes by SUP type
#1 – 12/7/99	SBC will provide the Initial Requirements via Accessible Letter for the enhancements scheduled for April, for CLEC input on whether to move forward with the enhancements as scheduled. Added #4-12/7/99 - SBC will provide Requirements for the enhancements pertaining to Address Validation on Conversion by the first of January.	SBC	Pending	1/11/00 – A letter should go out next week. 1/31/2000 CLECSS00-8. 2/8/00 – Accessible Letter CLECSS00-008 distributed on January 26, 2000. Will leave item open until after the 2/24 meeting. 3/2/00 – Held follow-up walk-through of the 4/29 Release Requirements. 3/14/00 - SBC will ask to close.
#3 – 12/7/99	SBC will provide additional information on the RPON process via Accessible Letter, and if requested by the CLECs, schedule a conference call to discuss the information.	SBC	Pending	1/11/00 – The RPON enhancement has been delayed until the April release. Details will be provided (refer to CLECSS99-173 distributed 12/23/99). 2/8/00 – CLECSS99-173 edits were rescinded. RPON enhancements have been delayed indefinitely. When rescheduled SBC will put on the 12-Month Development View. 3/14/00 – SBC will ask to close.

SWBT Action Item Log
Change Management Process Meeting
As of 03/15/2000

Current Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
#6 – 12/7/99	SBC will take the input back to the internal LIDB requirements team that the CLECs would like the trigger to be taken from the C order (on the SOC) and not on the completion of the D order, and let them know that Birch would like to provide input into the development of the requirements.	SBC	Pending	1/11/00 – Issue referred to internal requirements team. CLECS requested that a SME be available for next discussion. 2/8/00 – SBC will schedule a meeting for Mid February, either on 2/15 or 2/16. 2/23/00 – Meeting held to solicit CLEC input on the implementation of LIDB Phase 2. 3/14/00 – SBC will ask to close.
#3 – 1/11/2000	SBC will find out if an Accessible Letter went out advising of the availability of ordering duplicate (dual/concurrent) service and instructions on how it is to be ordered.	SBC	Pending	2/8/00 – SBC will investigate and add the discussion of the status on the availability of ordering duplicate service to the agenda for the next CMP meeting scheduled for 3/14. 3/14/00 – Item added to the agenda for discussion. SBC will ask to close to Action Item #2 – 3/14/2000.
#4 – 1/11/2000	SBC will find out what Accessible Letter category the OP numbering is and report back its findings to CLECs.	SBC	Pending	2/8/00 - SBC investigating. Operations is the category showing on the web. 2/29/00 – Equal Access Letters go to the Interexchange Distribution List. Operations Letters go to the Interexchange Distribution List. SWA Letters go to the Interexchange Carrier List, Wireless and CLEC Distribution List. 3/14/00 – SBC will ask to close.
#5 - 1/11/2000	SBC will investigate the possibility of adding a new search category for Accessible Letters, to allow CLECs to search on “all” in addition to the existing categories of General and OSS.	SBC	Open	2/8/00 - SBC investigating. 3/13/00 – Continuing to investigate.
#6 - 1/11/2000	SBC will investigate the possibility of categorizing the SWA Accessible Letters by state/region, like the General and OSS categories.	SBC	Pending	2/8/00 - SBC investigating. 3/14/00 – These letters can not be split up by state. They are set up by global region. SBC will ask to close.

SWBT Action Item Log
Change Management Process Meeting
As of 03/15/2000

Current Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
#7 – 1/11/2000	SBC will arrange to have LIDB SMEs attend the next scheduled CMP meeting on February 8 th 10 provide an update and clarification on whether the LIDB update is made with the completion of the “C” or “D” order.	SBC	Pending	2/8/00 – Pend this action item for the process flow. 3/14/00 – SBC will ask to close.
#1 – 2/8/2000	SBC will finalize logistics for the sidebar meeting to get input on the business requirements for LIDB Phase II, and send out the information via an Accessible Letter	SBC	Closed 3/14/00	3/14/00 – Logistics provided via Accessible Letter CLEC00-042 on 2/18.
#2 - 2/8/2000	SBC will provide a draft of the requirements for line-sharing via Accessible Letter on 2/14.	SBC	Pending	2/25/00 – Draft Initial Requirements sent via Accessible Letter CLECSS00-021 on 2/18. SBC will ask to close.
#3 - 2/8/2000	SBC will conduct a walk-through of the 4/29 Initial Requirements in conjunction with the next CLEC User Forum scheduled for 2/24 from 9:00 AM to 3:00 PM CST in Dallas.	SBC	Closed 3/14/00	3/14/00 - Walk-throughs of Initial Requirements held on 2/24 and 3/2.
#4 - 2/8/2000	SBC will check into the possibility of running a test through to the billing cycle.	SBC	Open	3/14/00 - Item added to the agenda for discussion. SBC to look into including testing through billing cycle during the testing on LIDB Phase 2.
#5 - 2/8/2000	SBC will provide a draft of the LIDB process flow via Accessible Letter prior to the 2/24 meeting.	SBC	Open	3/14/00 – Item added to the agenda for discussion. Process flow to be sent out end of this week or early next week.
#6 - 2/8/2000	SBC will review testing plans for LIDB and get CLEC input at a LIDB meeting scheduled for March.	SBC	Open	3/14/00 - Item added to the agenda for discussion.
#7 - 2/8/2000	SBC will add the discussion of LIDB testing to the agenda for the next CMP meeting scheduled for 3/14.	SBC	Closed 3/14/00	3/14/00 – Item added to the agenda for discussion.
#8 - 2/8/2000	SBC will provide logistics via Accessible Letter for the rescheduled meeting on testing, which will be held in St. Louis on 3/8 or 3/9.	SBC	Closed 3/14/00	3/13/00 – Logistics provided via Accessible Letter CLECSS00-019 sent on 2/18
#9 – 2/8/2000	SBC will send information on the service order creation procedure (conversion with new activity) in the 4/29/2000 release via Accessible Letter.	SBC	Open	
#10 – 2/8/2000	SBC will send draft requirements on the 4/29 release via Accessible Letter before the 2/24 meeting.	SBC	Pending	3/13/00 – Item added to the agenda for discussion. 4/29 Release moved to 5/27. Final Requirements for 4/29 - 5/27 release distributed via Accessible Letter CLECSS00-035 on 3/10. Walk-through of Final

SWBT Action Item Log
Change Management Process Meeting
As of 03/15/2000

Current Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
				Requirements to be held on 3/22. SBC will ask to close.
#11 – 2/8/2000	SBC will ensure that the titles of Accessible Letters for expedited/exception requests are clearly noted as such.	SBC	Closed 3/14/00	3/13/2000 – SBC has committed to do this.
#12 – 2/8/2000	SBC will add to the agenda for the next CMP meeting, a discussion of the expected target date for providing information on the request to process LSRs on one order.	SBC	Pending	3/14/00 – Item added to the agenda for discussion. SBC will ask to close.
#13 – 2/8/2000	SBC will send out information regarding the NC and NCI code changes via Accessible Letter early next week.	SBC	Open	3/13/00 – Reviewed to determine if NC/NCI code change portion could be included in Accessible Letter for 4/29 – 5/27 release. Determined that a separate letter should go out for this information.
#14 – 2/8/2000	SBC will check into the possibility of maintaining and accepting both the old and new NC and NCI codes for a period of time and let the old codes drop off eventually.	SBC	Open	3/13/00 – SBC continuing to investigate.
#15 – 2/8/2000	SBC will check into the RPON delay and provide status information at the next CMP meeting scheduled for 3/14.	SBC	Pending	3/14/00 – Item added to the agenda for discussion. SBC will ask to close.
#16 – 2/8/2000	SBC will communicate the RPON status via Accessible Letter.	SBC	Pending	3/14/00 – Item added to the agenda for discussion. SBC will ask to close.
#17 – 2/8/2000	SBC will see if the meeting on partial migrations can be rescheduled and provide more information to CLECs.	SBC	Closed 3/14/00	3/14/00 – SBC could not reschedule the meeting. Agenda sent via Accessible Letter CLEC00-039 on 2/14.
#1 – 3/14/2000	SBC will relay to its management team, the CLECs concerns regarding the lack of progress on the multiple order process and advise that it is a priority.	SBC	Open	
#2 – 3/14/2000	SBC will research further the Dual Service process and provide information to Birch.	SBC	Open	
#3 – 3/14/2000	SBC will get more information on Charter Number Service and provide it to the CLECs	SBC	Open	
#4 – 3/14/2000	SBC will check into what the LSC is using and see if lower level jeopardy codes can be provided to the CLECs.	SBC	Open	

SWBT Action Item Log
Change Management Process Meeting
As of 03/15/2000

Current Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
#5 – 3/14/2000	SBC will add an agenda item to the April CMP meeting agenda to discuss the date for the forecasting sidebar meeting.	SBC	Open	
#6 – 3/14/2000	SBC will see if someone from the POR team can call in to the next CMP meeting to discuss the plans and provide details, and to get feedback from the CLECs.	SBC	Open	
#7 – 3/14/2000	SBC will ensure that the back-end systems are accounted for on the testing side.	SBC	Open	

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
1 – 7/13	CLECs to provide Account Managers by Friday, August 30, 1999 with: <ul style="list-style-type: none"> • intent to test the October Release • test cases for October Release. 		Closed 9/14	
2 – 7/13	SBC to include in the July 28 th California CMP meeting agenda a discussion item on the scope of the drafting team. Clarification will then be provided at the August 10 th 5-state CMP meeting.		Closed	Clarification to be provided during the 8-10 CMP meeting. SBC provided status from the July 28 California Change Management meeting, where it was agreed that the California agreement would be used as a template for developing a process that will work for the existing 8 states.
3 – 7/13	SBC will investigate a formal documented CMP in SNET and notify drafting team members.		Closed	There is not a formal documented process.
4 – 7/13	SBC will provide status regarding its investigation to expand versioning to include dot releases at the next CMP meeting.		Closed 9/14	Versioning meeting held on 8-9, Accessible Letter to be distributed by August 31 st 1999.
6 – 7/13	SBC will prepare a written response to Sprint's Change Request by July 20 th . Furthermore, the response will be documented in the Change Request Summary and will be included with these meeting minutes.		Closed	The Feature Availability function is available in both the SWB and PB/NB regions on a feature specific basis. Currently, both SWB and PB/NB provide a validation of one feature at a time, which is how OBF has defined the function in approved Issue 1278. This functionality has been re-defined, however, to provide a list of features by switch and is included in Issue 1671. This issue, however, will not be finalized by OBF in time for SBC to implement in 1999. SBC clarified that the SWB region back-end system cannot utilize NPA/NXX and would require a 10-digit telephone number to be similar, which is not the current industry guideline. To initiate the SWB 10-digit Telephone Number change, SBC will introduce the issue at OBF.
7 – 7/13	A CLEC must notify SBC in writing through its Account Team by August 9 th if it wishes to invoke the voting process for the August Release. If such voting is necessary, the vote will be taken at the August 10 th CMP meeting and SBC will notify all eligible CLECs of the call for a vote.		Closed	SBC was notified that one CLEC called for a vote.
8 – 7/13	An email notice detailing the call-in number for a CLEC testing readiness call on July 23 rd will be sent to CLECs who have confirmed joint testing with SWBT.		Closed	Conference call on 7/23 has been held.
9 – 7/13	SBC to verify when pre-1999 OSS Accessible Letters will be available on the CLEC Website.		Closed	These Accessible Letters will be on the website in the 4 th Quarter

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
10 – 7/13	Draft meeting minutes to CLECs will be distributed on Friday, July 16 th or Monday, July 19 th . CLEC comments are due July 23 rd with Final Minutes to be issued on July 27 th .		Closed	Final Minutes Accessible Letter CLEC99-104.
1 – 8/10	SBC committed to send out an Accessible letter with details on the 2 additional changes for the Oct. 23 rd release and request comments. If no protests are received, then the two additional items will be added and a final Accessible Letter will be sent confirming the additions.		Closed 9/14	Accessible Letter CLEC99-112 announced proposed changes.
2 – 8/10	SBC will provide the decision on versioning by August 31 in an Accessible Letter.		Closed 9/14	
1 – 9/14	SBC will ask its EDI support group to validate that all mapping of the APPTIME field is compliant with National Standards. Any found out-of-compliance will be changed, following the proper change management process.	SBC	Closed 12/7	11/9 – SBC stated that it accepts both military and AM/PM times, which is not in compliance. SBC accepts both to accommodate those CLECs who were not able to convert to military time for the release. 12/06 – Accessible Letter (CLEC99-162) addressing this issue was distributed on 11/23/99.
2 – 9/14	MCIW, GTECC, and Sprint will find out how they are currently handling indefinite end user service addresses (related to modification SBC presented to Final Requirements for 10/23 Release) and provide feedback via their account managers by 9/15 so that a conference call could be held on 9/17.	CLECs	Closed 9/15	All responded. Issue closed.
1 – 10/12	SBC will send the 8-State CMP document to those participating in the meeting via conference bridge	SBC	Closed 10/22	Distributed CMP document via email on 10/22.
#3 – 10/12/99	SBC will investigate further the difference with regard to LIDB between how Resale and UNE loop are handled.	SBC	Closed 2/8/00	SBC confirmed at the 10/28 conference call that UNE would be handled the same way Resale is handled. 11/9 – It was agreed that this item would be closed after the 11/15 conference call to a review and discuss the LIDB requirements. 12/7 – MCIW will check internally to ensure there are no additional issues with this action item before it is closed. 1/11/2000 – MCIW requested that this item be left open until the 1/15/2000 release is implemented. 2/8/200 – MCIW agreed to close this item.
4 – 10/12	SBC will provide conference bridge information and send out more information on LIDB based on today's meeting as well as default mapping documents via Accessible Letter for the special LIDB meeting scheduled for 10/28.	SBC	Closed 10/22	Information provided on 10/22 via Accessible Letter CLEC99-154

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
#5 – 10/12/99	SBC will check into opening up the LSR OBF fields that it currently does not use.	SBC	Closed 2/8/00	SBC stated that it plans to open up the fields necessary to treat UNE the same as Resale. 11/9 – It was agreed that this item would be closed after review of the requirements. 12/7 – MCIW will check internally to ensure there are no additional issues with this action item before it is closed. 1/11/2000 – MCIW requested that this item be left open until further clarification 2/8/2000 – MCIW agreed to close this item
6 – 10/12	SBC will send out a list of enhancement projects for the year 2000 by the end of next week.	SBC	Closed 10/29	List of projects distributed with announcement of 7-State Project Prioritization and November CMP meeting.
7 – 10/12	SBC will find out if there is a document/guide listing the location of the items on the new CMP web site.	SBC	Closed 11/9	Accessible Letter CLEC99-141 (distributed 10/14) provided URL and outlined the information contained in the SWBT's CMP web page.
1 – 11/9	SBC will clarify the deadline for filing the final minutes with the TPUC, revise the CMP document as necessary, and advise CLECs.	SBC	Closed 12/7	11/19 – The deadline for filing with the TPUC is two weeks. Revised draft wording is a handout for 12/7 meeting.
2 – 11/9	SBC will send out an Accessible Letter with the conference bridge information for the 11/15 conference call to discuss the LIDB initial requirements.	SBC	Closed 12/7	Accessible Letter (CLEC99-155) with the conference bridge information was distributed on 11/15.
3 – 11/9	SBC will follow-up on the status of the requirements for the 3/18/00 DataGate release and respond to AT&T, Excel Communications, and MCIW with expected target date for distribution.	SBC	Closed 12/7	Initial requirements Accessible Letter will be released on 12/17, final requirements Accessible Letter will be released on 1/14/00, CLECs can begin testing on 2/9/00, with the production release on 3/18/00. Exceptions process will be invoked for this release.
4 – 11/9	CLECs to provide examples of address validation edit/reject orders to SBC by end of next week.	CLEC	Closed 12/7	Birch express mailed examples to SBC. 10 examples received on 11/22.
5 – 11/9	SBC will research the issue of address validation edits/rejects, and discuss its findings/ proposed resolution at first CLEC User Forum.	SBC	Closed 12/7	Closed to CLEC User Forum.
#6 – 11/9/99	SBC will investigate what is causing rejects for "C" vs. "P", and if applicable, why change notification did not follow CMP process.	SBC	Closed 2/8/00	1/11/2000 – SBC implemented the matrix from the SOSC, which included a typo. When SOSC published the new matrix, the typo had been corrected. SBC then corrected its error without going through Change Management Process. We should have notified CLECs

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
				via CMP, and will do so in the future for these types of changes. 2/8/2000 – CLECs agreed to close this item.
7 – 11/9	SBC will add to the agenda of the first CLEC User Forum, the issue of delays in issuing User ID's and authorizing access to the IS Call Center.	SBC	Closed 12/7	Closed to CLEC User Forum.
8 – 11/9	SBC will add to the agenda of the first CLEC User Forum, the issue of appropriate notification when necessary due to problems with fax machines and redirecting faxed orders.	SBC	Closed 12/7	Closed to CLEC User Forum.
#2 – 12/7/99	SBC will investigate the possibility of improving the target date for delivery of LIDB Phase II.	SBC	Closed 2/8/00	1/11/2000 – SWBT is unable to move up the LIDB Phase 2 release no earlier than December. 1/11/2000 – SBC is still pursuing possibility of moving up date for release. 2/8/2000 - LIDB II implementation can not be moved up.
#4 – 12/7/99	SBC will provide Requirements for the enhancements pertaining to Address Validation on Conversion by the first of January.	SBC	Closed 2/8/00	1/11/2000 – Requirements for Address Validation should be available next week. 1/31/2000 – Initial Requirements. AL distributed. 2/8/2000 – This action item is closed to action item #1-12/7/99 since this is regarding the same release.
#8 – 12/7/99	SBC will update the SWBT CMP document with the proposed language on the timeline for issuing the meeting minutes.	SBC	Closed 2/8/00	1/11/2000 – CMP document updated to include proposed language. Revised document to be distributed via Accessible Letter next week. 2/8/2000 – SBC will request to close. Accessible Letter CLEC00-030 was distributed on February 1, 2000. CLECs agreed to close this item.
#9 - 12/7/99	SBC will take the proposed language change on the timeline for issuing the meeting minutes to the 13-State Drafting team for consideration.	SBC	Closed 2/8/00	1/11/00 – Will be discussed at the Drafting Team meeting on 1/11. 2/8/00 - Will be discussed at the 2/8 p.m. Drafting Team meeting.
#1 – 1/11/2000	SBC will investigate concern raised that on a return of a FOC, the format was incorrect on REQTYP J, when testing for the 1/15 release in the 2-State region. SBC will check to see if this has occurred in the 5-state region.	SBC	Closed 2/8/00	2/8/00 - SBC investigated this issue and did not find this to be a problem in the 5-State region.

SWBT Closed Action Items

Change Management Process Meeting

Closed Action Items:

Attachment 3

Number	Action Item	Owner	Status	Comments
#2 - 1/11/2000	SBC will schedule a sidebar meeting on EDI requirements and testing improvements for February 3 rd in St. Louis, and send out an Accessible Letter providing logistics.	SBC	Closed 2/8/00	2/8/00 - EDI requirements meeting cancelled in lieu of Plan of Record. Testing meeting to be rescheduled for mid March. See action item #8 - 2/8/2000.
#8 - 1/11/2000	SBC will add a standing agenda item to CMP meetings for CLEC comments on sidebar meeting minutes.	SBC	Closed 2/8/00	2/8/2000 SBC added to agenda.